Legislative Research Commission Committee on Efficiencies in Government

November 10, 2011



### **Topics of Interest**

- Analytics in State government What are the situations where analytics will allow the General Assembly to <u>reduce appropriations</u> from state general revenue?
- "Low hanging fruit" offering high near-term <u>return on investment and</u> <u>efficiencies</u>. Similarly, identify areas of potential mid-range and longterm ROI and efficiencies.
- Realizing that the private sector has clear economic incentives and centralized commands to facilitate data analytics, how can a state government use the approach across multiple competing governance structures, which hoard and maintain close custody of numerous incompatible data islands of varying quality?
- If the General Assembly were to create a data analytics function within the legislative branch, what suggestions would you offer for doing this <u>cost effectively</u>?
- What <u>lessons learned</u> can you highlight from experience that a state like North Carolina should consider?



### **Transforming Government with Analytics**

- A new way of thinking
- Look beyond traditional metrics
- Out of the box thinking, be creative
- Look for new knowledge, uncover inefficiencies
- Drive towards being reactive not proactive

### **Challenges**

- Poor economy resulting in higher unemployment
- Higher unemployment increases the need for public services
- Higher unemployment results in less revenue due to fewer taxpayers
- Federal dollars non-recurring and being reduced or no longer available
- All resulting in the request for more government services with less revenue available

#### **Areas of Focus**

### Intelligent Program Management

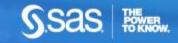
- Performance metrics to evaluate the success or failure of a program
- What is the programs purpose? What is the impact or value to the public?
- Increase/decrease spending or cut program to reallocate resources based on outcomes
- Identification of program gaps
- Outcome Management Performance metrics and forecasting future

### Holistic or Enterprise Data Sharing

- Sharing related data across agencies
- Complete data view Eligibles, Offenders, Employees, Tax Payers, Citizens
- Eliminate data silos
- Uncover the unknown "You don't know what you don't know"

### Predictive Analytics & Forecasting

- Resource Optimization impacts of decreases/increases of headcount
- Scenario Analysis
- Propensity Scoring
- Cost Avoidance



# **Decision Analytics Examples or Lessons Learns**



## **Question & Answer**



Sas. THE POWER TO KNOW.